

Private and Confidential
Mrs Sandra Casson
Hollymoor Medical Centre
Manor Park Grove
Northfield
BIRMINGHAM
B31 5ER

Improving Practice Questionnaire Report

Hollymoor Medical Centre

October 2014



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Mrs Sandra Casson
Hollymoor Medical Centre
Manor Park Grove
Northfield
BIRMINGHAM
B31 5ER

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

07 October 2014

Dear Mrs Casson

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=177424>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

Introduction

About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	40	78	79	39	10
Q2 Telephone access	54	82	60	36	13	5
Q3 Appointment satisfaction	27	56	83	53	26	5
Q4 See practitioner within 48hrs	54	62	50	53	24	7
Q5 See practitioner of choice	72	61	51	41	16	9
Q6 Speak to practitioner on phone	27	52	86	36	26	23
Q7 Comfort of waiting room	5	29	99	77	34	6
Q8 Waiting time	30	80	79	40	12	9
Q9 Satisfaction with visit	3	16	76	75	71	9
Q10 Warmth of greeting	2	15	65	82	78	8
Q11 Ability to listen	1	13	56	83	85	12
Q12 Explanations	1	14	69	81	76	9
Q13 Reassurance	1	16	78	74	70	11
Q14 Confidence in ability	0	10	64	82	84	10
Q15 Express concerns/fears	2	15	60	80	81	12
Q16 Respect shown	0	9	61	71	95	14
Q17 Time for visit	4	16	62	81	77	10
Q18 Consideration	0	16	66	79	71	18
Q19 Concern for patient	1	11	74	75	71	18
Q20 Self care	1	14	69	71	74	21
Q21 Recommendation	2	13	60	74	83	18
Q22 Reception staff	7	25	73	73	65	7
Q23 Respect for privacy/confidentiality	4	19	81	78	59	9
Q24 Information of services	5	34	76	68	52	15
Q25 Complaints/compliments	12	39	80	51	31	37
Q26 Illness prevention	6	29	98	60	38	19
Q27 Reminder systems	10	37	78	62	38	25
Q28 Second opinion / comp medicine	9	27	76	46	36	56

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

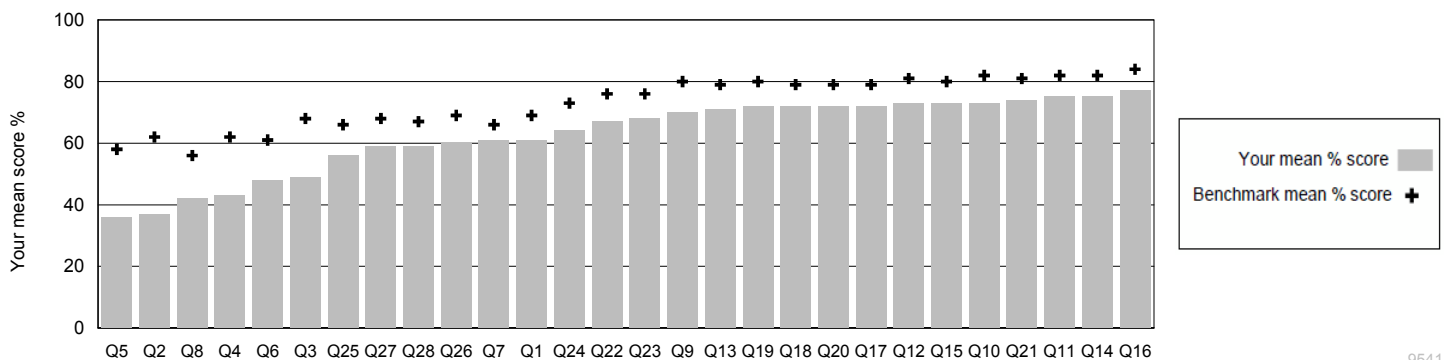
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	69	23	64	68	73	92
Q2 Telephone access	37	62	13	53	63	71	92
Q3 Appointment satisfaction	49	68	23	63	68	74	92
Q4 See practitioner within 48hrs	43	62	18	54	62	70	96
Q5 See practitioner of choice	36	58	22	48	57	65	95
Q6 Speak to practitioner on phone	48	61	25	54	61	67	92
Q7 Comfort of waiting room	61	66	27	60	66	71	90
Q8 Waiting time	42	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	70	80	41	76	81	85	97
Q10 Warmth of greeting	73	82	45	78	82	86	96
Q11 Ability to listen	75	82	46	78	83	87	97
Q12 Explanations	73	81	42	77	81	85	97
Q13 Reassurance	71	79	41	75	80	84	98
Q14 Confidence in ability	75	82	43	79	83	87	99
Q15 Express concerns/fears	73	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	72	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	72	79	38	75	79	83	97
Q21 Recommendation	74	81	41	78	82	86	99
About the staff							
Q22 Reception staff	67	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	68	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	56	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	59	67	30	62	67	71	96
Overall score	63	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	49	64	68	71	76
Q2 Telephone access	37	57	22	51	59	64	78
Q3 Appointment satisfaction	49	66	39	62	67	71	79
Q4 See practitioner within 48hrs	43	59	29	53	59	67	80
Q5 See practitioner of choice	36	53	26	47	54	59	78
Q6 Speak to practitioner on phone	48	59	36	54	60	65	78
Q7 Comfort of waiting room	61	64	42	59	64	68	82
Q8 Waiting time	42	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	70	80	51	76	81	84	92
Q10 Warmth of greeting	73	81	52	78	82	86	95
Q11 Ability to listen	75	82	52	79	83	87	95
Q12 Explanations	73	81	52	77	81	85	94
Q13 Reassurance	71	79	52	76	80	84	94
Q14 Confidence in ability	75	82	53	79	83	86	95
Q15 Express concerns/fears	73	80	52	76	81	85	95
Q16 Respect shown	77	84	53	80	85	88	95
Q17 Time for visit	72	79	48	75	80	83	91
Q18 Consideration	72	78	51	75	79	83	96
Q19 Concern for patient	72	79	51	76	80	84	95
Q20 Self care	72	78	52	75	79	83	94
Q21 Recommendation	74	81	51	78	82	86	95
About the staff							
Q22 Reception staff	67	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	68	74	50	71	74	77	85
Q24 Information of services	64	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	56	64	43	61	64	68	75
Q26 Illness prevention	60	67	47	65	67	71	79
Q27 Reminder systems	59	66	47	63	66	70	77
Q28 Second opinion / comp medicine	59	65	44	63	65	68	81
Overall score	63	72	49	69	73	76	83

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

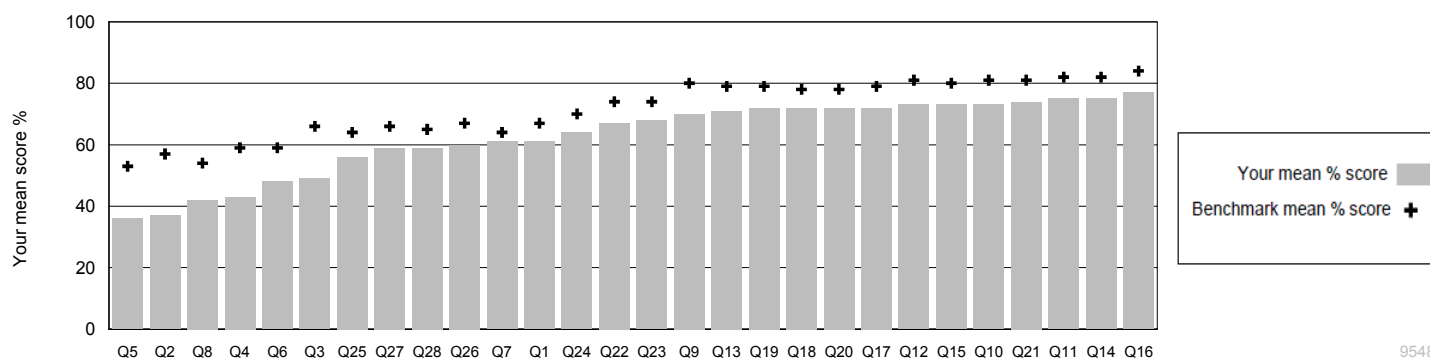
9548

*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



9548

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	25	65	70	41	66	71	75	90
25 - 59	125	62	71	50	68	72	75	81
60 +	92	63	73	49	70	74	77	88
Blank	8	55	70	48	66	71	75	92
Gender								
Female	161	63	71	49	68	72	75	83
Male	76	62	73	48	70	74	76	83
Blank	13	61	70	50	65	71	75	92
Visit usual practitioner								
Yes	111	67	74	51	71	75	77	85
No	106	58	69	43	65	69	73	80
Blank	33	64	71	49	67	71	75	86
Years attending								
< 5 years	55	65	72	45	68	73	76	82
5 - 10 years	61	62	71	48	67	71	75	83
> 10 years	120	63	72	51	69	73	76	85
Blank	14	60	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

954E

Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	16/09/2013	02/08/2012	05/07/2011
Q1 Opening hours satisfaction	61	65	60	64
Q2 Telephone access	37	45	41	52
Q3 Appointment satisfaction	49	55	52	58
Q4 See practitioner within 48hrs	43	48	46	55
Q5 See practitioner of choice	36	41	38	48
Q6 Speak to practitioner on phone	48	55	52	60
Q7 Comfort of waiting room	61	67	53	56
Q8 Waiting time	42	46	38	44
Q9 Satisfaction with visit	70	75	70	77
Q10 Warmth of greeting	73	76	73	76
Q11 Ability to listen	75	77	73	77
Q12 Explanations	73	75	72	74
Q13 Reassurance	71	73	71	73
Q14 Confidence in ability	75	78	75	78
Q15 Express concerns/fears	73	75	72	75
Q16 Respect shown	77	80	76	79
Q17 Time for visit	72	75	70	75
Q18 Consideration	72	74	71	74
Q19 Concern for patient	72	75	71	74
Q20 Self care	72	74	71	74
Q21 Recommendation	74	76	73	79
Q22 Reception staff	67	71	68	69
Q23 Respect for privacy/confidentiality	68	71	67	70
Q24 Information of services	64	69	63	64
Q25 Complaints/compliments	56	62	56	59
Q26 Illness prevention	60	67	62	62
Q27 Reminder systems	59	64	60	61
Q28 Second opinion / comp medicine	59	64	62	60
Overall score	63	67	63	67

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Very good practice as it is.
- By extending opening hours - it is difficult to get an appointment especially when working full time - have to say that I have tried to make appointment on my one day off which proved difficult even though I explained it was my only day off.
- Getting through to make an appointment can be a nightmare, when through to make an appointment, there's only emergencies left. So improving this would make a difference.
- Two of the doctors are very good.
- One doctor was very lovely and considerate to my wound, and made me feel no pain and I am very grateful to her.
- Change to all bookable appointments, not call on the day.
- Tannoy is very quiet when patients are being called.
- Waiting times, appointments available on day are limited.
- Phone could be answered quicker, very difficult to get through. Open surgery from 5:00pm where there are a number (one or two) doctors available to see patients without appointments. Other surgeries are more up to date about new tests available, i.e. shingles.
- Review dates, often postponed time after time. Takes longer to see a nurse than a doctor.
- Not being able to make an appointment - the "phone on the day" or "book on the day" system is very irritating. When phone lines open I am on my way to work - so by the time I get to phone all appointments have been booked. I find this very irritating, especially when you see how many people have not turned up for appointments. I know that is not the fault of the doctors practice, but very annoying.
- More availability for pre-book appointments and not such a long waiting time to see chosen clinician.
- Hard to get an appointment.
- Booking appointments by phone is difficult but the staff are helpful. Opening all day Wednesday would help.
- The practice is very good and all services and staff.
- Waiting time is terrible.
- Very good service.
- Not able to get appointment with preferred doctor for some weeks. Wheelchair access to some parts, e.g. main door and blood tests not suitable.
- A few evening appointments would be good for people who work full time! Easier access to getting appointments, not everyone is online! Doors open at 7:00am and phones go on at 8:00am for appointments. Very difficult to get through and most of appointments gone when you finally get through!
- Receptionists tend to think they are in control of appointments. The doctor will say "they want you to book in to see them on a certain date", you get to reception to be told you can't. Not all receptionists are like this, so it's a shame that everyone has to be tarred with same brush.
- Needs more people on phones to get through easier.
- Being able to phone at lunch time, could phones be attended at lunch time.
- If more services were like Weight Watchers program. It sad there is a practice nurses be cut it helps with the pressure on the doctor.
- The only concern is the amount of patients not phoning to cancel appointments - just not turning up, causing problems and blocking system. Could there be a way around this?
- Glad you changed music in reception.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Very very difficult to get an appointment on the phone. Especially for elderly people to get an appointment, you have to visit the surgery personally before 7:30am. Myself have to travel 3 miles to get an appointment. No appointments are available on the phone.
- Please make it easier to book an appointment. Sometimes I find this very distressing.
- Very satisfied and happy with the service.
- Receptionist manners on the phone is disgrace so rude, so nosy, they shouldn't be asking medical problems on the phone.
- Have more appointments available.
- Often you need to wait a week to see doctor unless it's life threatening. Over a week, life can be hard and in pain.
- Appointments service.
- Hand gel.
- I have just moved to this practice. I am shocked that I have to ring every day for an appointment, instead of booking one for a Friday morning for example. Telephone always engaged.
- Telephone booking system - ability to book appointments all day rather than all appointments going.
- Everyone apart from one doctor looks like they've been slapped with a wet fish.
- Sometimes I cannot see the doctor I want but I understand that sometimes this is the case. The girls on reception are wonderful and always very helpful.
- Call busy or waiting time when reception answers the phone in mornings needs improving. Also, I found many/some receptionists rude/unhelpful.
- Reception staff should be more polite and less rude! The doctors are lovely and I highly recommend two of the doctors.
- When attempting to get an appointment, it is difficult as am sometimes told at 8:10am there are no appointments for that day which is very annoying.
- Make appointments easier to arrange.
- Make more appointments available to book for another day. When doctor is running late, it would be nice for a message to go out to doctor's patients over Tannoy.
- Have the chance to get morning appointments from 7-8:00am and afternoon appointments from 12:00pm onwards.
- The booking appointments still needs improving. I've spent five pounds on a phone call to the doctors in the past and didn't even get through to them as I ran out of credit.
- Appointment availability isn't the best. Waiting room always runs 20 minutes behind on average.
- Good service.
- Friendlier staff on reception. Not all bad, but some rude.
- Sometimes the doctor may advise he review you again in two weeks, but it's impossible to get an appointment in two weeks and you're advised to ring in the morning. You can start ring as soon as it opens and within 30 mins all appointments taken but you could be trying to get through all that time.
- To gain an appointment always feel it's at the mercy/mood of reception staff who I believe are not qualified medical staff.
- Appointment telephone system can't always get appointment.
- None, excellent service all round.
- Weekend and evening appointments.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Open surgery on Mondays and no closure Wednesday afternoon.
- Early appointments for people in full time employment.
- Sometimes I feel as if I'm fobbed off and just given antibiotics. No tests are ever followed up as I'm aware of, I don't get reminders no more to retake blood tests, etc.
- A lovely surgery.
- The intercom is very quiet, this could be turned up. I have family members who live in a different area who attend another practice, who have implemented a check in service which enables you to pick your name on a clocking system to say you have to go to your practice instead of having to wait in a long queue which would be very beneficial to your reception staff. The reception staff I also find that they are not all that good at the prescription service that most pharmacies provide. They give out old prescription instead of current ones and haven't always got them ready for collection.
- Highly recommend practice and staff.
- Extra phone lines of a morning to improve contacting the doctors for appointments more easily.
- I think the booking of appointments needs to improve. Can only get an appointment on book on the day from 8am. No chance of booking a doctor in advance. May need antibiotics and if all appointments are gone on that day, have to chance an appointment for next day. All late appointments seem to go, most people work 9 to 5pm.
- No improvements needed.
- Extend the number of appointments available through online access to include nurse appointments going forward.
- Better appointment availability.
- At present, difficulty in getting appointments.
- When my son joined the practice, an information pack on services and opening times would have been useful.
- It would make things easier if you were able to book an appointment in advance or if you were to have the option to book online.
- Appointment system is shocking.
- As I am in good health, most of the above do not concern me. My answers are based on very little contact with doctors/nurses.
- Making appointments hopeless.
- By not giving out most of the appointments before the phone lines open at 8:00am. It's unfair to those that can't get to the surgery at 7:00am.
- Easier access by telephone for appointments.
- Appointments are very hard to get at the time you need them.
- Taken ages to get through when phoning.
- Wish it was easier to get an appointment rather than having to keep trying to get through at 8:00am when lines open. Book in advance rather than allocation on the day. Thank you.
- To be able to book advance appointments.
- Not enough appointments.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- More telephone lines open in the morning to assist with booking appointments needed on the day. More flexibility to book appointments in advance with a doctor when required, often this is two weeks plus. There is an imbalance between opportunity to book on the day and set/arranged appointments for consultations. Checks on toilets to ensure equipment, etc. is in order, e.g. foot pedal operator on the bin in disabled toilet not work, so you have to use your hands to open bin - defeats the object of achieving good hygiene. Few more toys and books for young children. System for calling patients for their appointment is often very quiet or unclear. You are not always sure if you have missed your call and have to ask the reception staff to check, which is something they could do without when they have enough to do. Dedicated and comprehensive information point?
- Add a few family friendly pictures.
- One word, excellent. Five stars.
- Could have a bar.
- It seems there are too many patients on the books because the only way to obtain an appointment on any given day you have to be at the surgery at 7:00am.
- More telephone lines. Waiting for an appointment outside in any weather condition - poor.
- None, very efficient.
- Waiting time too long.
- Phone up for making appointment. Long waiting sometimes up to 2 to 3 weeks, I think is bad.
- I think I have to wait too long for a doctors appointment, especially as I work and having to go to the doctor between 7:00-8:00am on the morning if I don't want to wait a month!
- Double the staff medical, admin, cleaning and pay them what they deserve.
- Appointment can be very hard to get, I am only in my twenties so I'm guessing an OAP it would be more challenging.
- Easier appointments to book for those who work, e.g. I work 7:30am to 8:30pm and struggle to book a non-emergency appointment.
- TV to tell patients what rooms to go in, some of other practice have them.
- I don't understand why it is so difficult to book an appointment. It is impossible to book anything other than on the day appointments, which are all gone by 7:30am. You have to visit the surgery at 7:00am to get an appointment.
- Late availability (on the day appointments) for working people. Be able to phone after 10:00am and get an appointment until 8:00pm for a non-emergency but doesn't require being on the doorstep for 7 and losing time from work.
- Could improve on making appointments with doctor of choice in advance. Booking on day is frequently difficult.
- Open Saturdays.
- Very hard to get a rapport or a good relationship with a doctor before having to see another doctor as original doctor not available generally.
- Long waiting time to see a doctor of choice. Only able to get an appointment within 48 hours, if you see the duty doctor.
- The ability to see a doctor the same day?
- Not an issue for me but evening and weekend extended opening times would be a great help for working people.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- One doctor could be more considerate towards your feelings, and show more compassion towards her patients.
- I'm happy with the practice.
- Locum doctors can be abrupt and judgemental.
- PA system not suited to hard of hearing patients. One doctor's voice in particularly hard to understand.
- Overall a fantastic service provided by all doctors, nurses, other clinicians and reception staff, well done.
- We have always received an excellent service from all at the practice.
- No, she was great!
- Good.
- More doctors.
- Doctors are overworked as it is - the doctors I choose to see are excellent and I have every respect for them. The problem is at reception area, you hear it all the time sitting waiting in waiting area. Good luck to doctors.
- Much more available.
- They are giving the best service they can with the room that they have.
- I have been with the practice many years, and the doctors and all staff have always been most helpful.
- No improvements needed.
- All doctors seen were 100%.
- They are very good.
- None, very happy.
- Good, but wish we could see our favourite doctor when we wanted to see them.
- Keeping to time, after all it was a booked appointment. Taking extended leave from work can be problematic.
- The intercom needs to be slightly louder, this is very difficult to hear.
- One doctor is lovely!
- Should take more time to listen to your needs and explain things better.
- Once I am seen and have made an appointment, I have never had any trouble with the service the doctors have provided.
- Time of waiting after arrival to see doctor.
- All staff are nice and friendly only the odd one I'm not keen on but I tend to not see them.
- The doctor may say he needs bloods to diagnose, they send you to the receptionist and the next appointment is 7 or more days away. You're ill at the time you see the doctor, you take that appointment off work only to have to arrange to return another time.
- None, all staff are lovely.
- My positive comments on doctors is due to excellent care I receive - also positive towards locums. I have been seen by too.
- I recommend that the doctors do have a triage and it will filter out patients who really need help, i.e. sort from the common cold, etc.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- The intercom needs to be slightly louder, this is very difficult to hear. The reception staff I also find that they are not all that good at the prescription service that most pharmacies provide. They give out old prescriptions instead of current ones and haven't always got them ready for collection.
- At present, none at all.
- As my husband is in poor health we have at times been upset at the way the system works.
- Can't get an appointment with doctor of choice.
- To be able to see a doctor of your choice, who knows family history.
- Specialist nurse was very good, easy to talk to - listened carefully and gave time.
- None, they are polite and friendly.
- None (excellent).
- All okay.
- None, very efficient service and polite, friendly and happy.
- As above, would there more time for an individual.
- Nurse/HCA available to take bloods or at least in peak time following GP consultation.
- Generally the doctor or nurse gives good feedback on treatment.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 250

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	40	78	79	39	10

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (40 \times 25) + (78 \times 50) + (79 \times 75) + (39 \times 100)}{(250 - 10)} = 14,725/240$$

Your mean percentage score for Q1 = 61%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	61

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↻



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
---	---	---	--

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Hollymoor Medical Centre

Manor Park Grove
Northfield
BIRMINGHAM
B31 5ER

Practice List Size: 8800

Surveys Completed: 250

has completed the

Improving Practice Questionnaire

Completed on 07 October 2014



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.